

Executive summary

This document was developed to support WA Health Services Providers in their engagement with consumers, carers, communities and clinicians to improve health services.

Partnerships at all levels are necessary to ensure the health system achieves the best possible outcomes for all involved. The focus of this Guideline is engagement at the service and organisational level – it will not impact individual care and will assist in:

- health service planning
- service delivery
- policy.

This guideline aims to strengthen existing engagement activity by:

- facilitating a consistent approach to engagement with consumers, carers, communities and clinicians
- increasing the participation of consumers, carers, community and clinicians in the planning, design, delivery and evaluation of health care services
- enabling patients to develop a greater sense of ownership over services and their own health-related options and decisions
- providing information and strategies to effectively engage vulnerable groups
- identifying successful strategies for engagement.

Engagement with vulnerable, or hard to reach groups by health services can be challenging. This guideline provides direction and strategies to enable effective engagement with specific groups recognised as vulnerable.

The diagram below provides a visual overview of the Guideline.

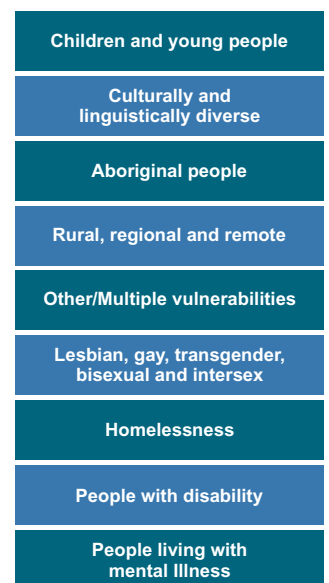
Principles



Process



Vulnerable Groups



Spectrum of Engagement

